



LIVVY lady

Returns Policy

This policy applies to Products purchased from the website livvylady.com, including all LIVVY lady accessories.

Unless you notify LIVVY lady by email within thirty (30) days of delivery of any Products and the notification is confirmed by return email within the thirty (30) day period of its receipt by LIVVY lady, the Products shall be deemed to have been received by you. If any item is faulty, not of merchantable quality, not fit for its intended purpose or does not match the description then please Contact Us at the time of receipt. LIVVY lady will offer a replacement product, credit note or refund at our discretion subject to the requirements of the Australian Consumer Law in Schedule 2 of the Competition and Consumer Act 2010 (Cth). Please refer to the Returns Policy on the website.

CAN YOU RETURN PRODUCTS/GOODS?

Unfortunately, due to hygiene purposes we cannot return any LIVVY lady underwear unless it is in the plastic packaging and is unopened. LIVVY lady does accept returns for orders that have been unopened (still in the original packaging) and unworn, however the cost of return postage is the individual's responsibility and any postage or express post charges paid on the original order will be deducted from the original order amount when refunded. If the original order amount was over A\$100 and qualified for free shipping then the cost we incurred on the original shipping will be deducted from any refunded amount.

WHAT IF I ORDERED THE WRONG SIZE?

We do our best to provide you with as much sizing information as possible, so you can make the right fit decision before purchasing on the website. It is the responsibility of the purchaser to determine the best fit for the receiver using the information provided on the sizing charts and the measurement tips.

We currently only accept Australian returns for incorrect size choice (only when the item is unworn/unopened), but the products must be returned to us within thirty (30) days of receipt of the product and be in new condition and resalable with all the original swing tags and labels attached. If you are returning for an exchange to a different size then the postage to return the goods is at your cost. LIVVY lady will cover the postage cost to send out the replacements. International returns due to incorrect size chosen will not be accepted, so please choose carefully.

WHAT IF MY PRODUCT IS FAULTY?

LIVVY lady works hard to provide the best quality products for everyone and take pride in their unique design. However, if for any reason you find that a product you have purchased is faulty in any way, we can assist you in resolving the issue. Returns will be accepted for all Australian and International orders where the products are found to be faulty.

All faulty products must be mailed to LIVVY lady head office and the parcel must include proof of purchase (this may include the invoice, credit card statement, or payment statement) and a note including customer name, address, phone number, purchase order number and the reason (fault) for returning the goods. Once the item/s have been received and checked by our quality assurance personnel, we will reach out regarding a replacement or refund for the number of returned items. We apologise if you have received a faulty product or your order was not correct. *Please note that if the date of purchase is older than for (4) months we will not be able to replace or refund the order

for faults. Reach out to our team at hello@livvylady.com with a photo of the issue and we will assist you on the following steps.

WHAT IS THE PROCESS FOR RETURNS?

If the product you have received is faulty please Contact Us immediately by email to hello@livvylady.com and include proof of purchase along with a description of the problem and include a photograph showing the issue. We will then contact you to advise on the next steps.

CAN I EXCHANGE MY PRODUCTS FOR SOMETHING ELSE?

Unfortunately, we do not offer exchanges at this time, please Contact Us if your order is faulty.

HOW LONG WILL IT TAKE TO BE REFUNDED?

Once the products have been received by LIVVY lady, we will take all reasonable measures to process your refund within five (5) business days. Your receipt of the refund will depend on the timeframe that your financial institution processes and finalises the refund. The funds will be refunded into the credit card or PayPal account used to initially purchase the products. LIVVY lady is not liable for any loss you or any third party might suffer as a result in any delay of the processing of your refund.

CAN UNDERWEAR BE RETURNED?

Due to health and hygiene regulations, LIVVY lady cannot accept returns or exchanges for change of mind or incorrect sizing on any underwear products unless the product is unopened or unworn (in the original packaging). We will, however, accept a return for faulty underwear products if the purchase order date is less than four (4) months ago. Just reach out to us at hello@livvylady with a photo of the issue and we will assist you on the following steps which will include mailing all faulty products to LIVVY lady head office for assessment. *Please note we can only replace or refund to the value of the

underwear that have been returned to LIVVY lady so don't simply throw them out.

HOW DO I CONTACT THE CUSTOMER SERVICE TEAM?

Phone our office: +61 403 013 719

Office Open Hours: Monday to Friday (excluding public holidays in Brisbane, Australia)
9.00am and 5.00pm, Australian Eastern Standard time.

Email: hello@livvylady.com